

### **Uniform Service Order Codes (USOCs)**

<u>CLEC USOC Manual -- Listed by Service Category</u>	Jun 08, 1998	June, 1998	Aug 1998
<u>CLEC USOC Manual -- Listed Alphanumerically</u>	Jun 08, 1998	June, 1998	Aug 1998

### **Other Guides and Manuals**

Standard Interval Guide	Mar 20, 1998	Issue 1	Oct 1998
* Temporarily unavailable. Access this information in Customer Letter <u>SN91081293</u> . (Acrobat Reader v3.0 required.)			
<u>Collocation Handbook</u>	Mar 20, 1998	Issue 7	Oct 1998

1. A summary of revisions is included in each guide.
2. Archived issues of selected guides are available in .pdf format at this page.
3. To purchase paper copies of any of these guides, please print and fax the ordering form or call 1-888-404-9899.

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# **ATTACHMENT 8**

**STATEMENT OF GENERALLY AVAILABLE  
TERMS AND CONDITIONS FOR  
INTERCONNECTION, UNBUNDLING AND RESALE  
PROVIDED BY BELL SOUTH TELECOMMUNICATIONS, INC. IN THE  
COMMONWEALTH OF KENTUCKY**

Pursuant to 47 U.S.C. § 252(f), BellSouth Telecommunications, Inc. ("BellSouth") makes the following terms and conditions generally available for the purposes of fulfilling its obligations under 47 U.S.C. §§ 251, 252(d) and 271. This Statement of Generally Available Terms and Conditions ("Statement") shall remain in effect for two (2) years from the date it takes effect under 47 U.S.C. § 252(f) following review by the Kentucky Public Service Commission. The filing of this Statement does not change or diminish BellSouth's willingness to negotiate individual agreements with Competitive Local Exchange Carriers. This Statement is subject to revision to the extent necessary to comply with any legislative, regulatory or judicial order or rule that affects the rights and obligations created by this Statement. BellSouth has negotiated agreements with numerous Competitive Local Exchange Carriers. These agreements are open to inspection, and provide examples of detailed contractual language that has been used by BellSouth and other carriers. These agreements may be utilized by other parties.

This Statement uses the following abbreviations throughout:

- A. CLEC means an competitive local exchange carrier certificated by the Kentucky Public Service Commission to offer and/or provide local telecommunications services in Kentucky.
- B. Commission means the Kentucky Public Service Commission.
- C. Telecommunications Act of 1996 ("Act") means Public Law 104-104, 110 Stat. 56 (1996) of the United States Congress effective February 8, 1996. The Act amended the Communications Act of 1934 (47 U.S.C. § 151, *et seq.*).
- I. Interconnection (47 U.S.C. 251(b)(5) § 251(c)(2), § 251(c)(6), § 252(d)(1),(2), § 271(c)(2)(B)(i))

BellSouth provides CLECs interconnection with BellSouth's network for the transmission and routing of telephone exchange service and exchange access on the following terms:

- A. Local Traffic. Local traffic means any telephone call that originates in one exchange and terminates in either the same exchange, or a corresponding Extended Area Service ("EAS") exchange. The terms Exchange and EAS exchange are defined in Section A3. of BellSouth's General Subscriber Service Tariff. In no event shall the Local

Traffic area for purposes of local call termination billing between the parties be decreased. No company shall represent Exchange Access traffic as Local Interconnection traffic.

1. Interconnection Points. Local interconnection is available at any technically feasible point within BellSouth's network. Interconnection is currently available at the following points:

- a. Line-side of local switch.
- b. Trunk-side of local switch.
- c. Trunk interconnection points for local and access tandem switches. Basic or enhanced local tandem interconnection may be selected. Basic interconnection allows CLECs to terminate traffic to BellSouth's end office switches and wireless service provider switches within the area served by the tandem. Enhanced interconnection adds the ability to terminate traffic to other CLECs and independent company switches in the area served by the tandem.
- d. Central office cross-connect points.
- e. Out-of-band signal transfer points.

Interconnection at applicable unbundled network element points is also available. See Section II. below.

2. Additional Interconnection Points. BellSouth will provide local interconnection at any other technically feasible point, including meet point interconnection arrangements. Requests for interconnection at other points may be made through the Bona Fide Request process set out in Attachment B.

3. Percent Local Use. When traffic other than local traffic is routed on the same facilities as local traffic, each company will report to the other a Percentage Local Usage ("PLU").<sup>1</sup> The application of the PLU will determine the amount of local minutes to be billed to the other company. For purposes of developing the PLU, each company shall consider every local call and every long distance call. Effective on the first of January, April, July and October of each year, BellSouth and the CLEC shall update the PLU.

<sup>1</sup> Percent Local Usage (PLU) is defined as a factor to be applied to intrastate terminating minutes of use. The numerator shall include all "nonintermediary" local minutes of use adjusted for those minutes of use that only apply to local due to Service Provider Number Portability. The denominator is the total intrastate minutes of use including local, intrastate toll, and access, adjusted for Service Provider Number Portability less the intrastate minutes of use the terminating company pays for.

4. Unidentified local traffic. Whenever BellSouth delivers traffic to an CLEC for termination on the CLEC's network, if BellSouth cannot determine because of the manner in which the CLEC has utilized its NXX codes whether the traffic is local or toll, BellSouth will charge the applicable rates for originating intrastate network access service as reflected in BellSouth's Intrastate Access Service Tariff. BellSouth will make appropriate billing adjustments if the CLEC can provide sufficient information for BellSouth to determine whether said traffic is local or toll. If BellSouth deploys an NXX code across its local calling areas in such a manner that an CLEC cannot determine whether the traffic it delivers to BellSouth is local or toll, this subsection shall apply to BellSouth and the CLEC.

5. Transit Tandem Switching. BellSouth will provide transit tandem switching and transport services for the CLEC's connection of its end user to a local end user of BellSouth, an independent company or another CLEC where the parties are connected at the same tandem and termination of calls is authorized. Rates for transit tandem switching are set out in Attachment A.

6. Mutual Provision of Access Service. When BellSouth and an CLEC provide an access service connection between an interexchange carrier ("IXC") and each other, each company will provide its own access services to the IXC on a multi-bill, multi-tariff meet-point basis. Each company will bill its own access services rates to the IXC with the exception of the interconnection charge. The interconnection charge will be billed by the company providing the end office function. BellSouth will use the Multiple Exchange Carrier Access Billing<sup>2</sup> system to establish meet point billing for all applicable traffic, including traffic terminating to ported numbers. 30-day billing periods will be employed for these arrangements. The recording company agrees to provide to the initial billing company, at no charge, the switched access detailed usage data within a reasonable time after the usage is recorded. The initial billing company will provide the switched access summary usage data to all subsequent billing companies within 10 days of rendering the initial bill to the IXC.

B. Exchange of intraLATA toll traffic. Exchange of intraLATA toll traffic between BellSouth and CLEC networks shall occur as follows:

<sup>2</sup> Multiple Exchange Carrier Access Billing means the documents prepared by the Billing Committee of the Ordering and Billing Forum ("OBF"), which functions under the auspices of the Carrier Liaison Committee of the Alliance for Telecommunications Industry Solutions ("ATIS") and by BellCore as Special Report SR-BDS-000983, containing the recommended guidelines for the billing of Exchange Service access provided by two or more LECs and/or CLECs or by one LEC in two or more states within a single LATA.

1. IntraLATA Toll Traffic. IntraLATA toll traffic is traffic that originates and terminates within the same LATA and that is not Local Traffic as defined in Section I.A. above.
2. Delivery of intraLATA toll traffic. For terminating its toll traffic on the other company's network, each company will pay BellSouth's current intrastate terminating switched access rate, inclusive of the Interconnection Charge and the Carrier Common Line rate elements of the switched access rate. See BellSouth's Intrastate Access Services Tariff.
3. Rates. For originating and terminating toll traffic, each company shall pay the other BellSouth's intrastate or interstate whichever is appropriate, switched network access service rate elements on a per minute of use basis. Applicable rate elements are set out in BellSouth's Access Services Tariffs. The appropriate charges will be determined by the routing of the call. If an CLEC is the BellSouth end-user's presubscribed interexchange carrier or if the BellSouth end-user uses an CLEC as an interexchange carrier on a 10XXX basis, BellSouth will charge the CLEC the appropriate tariff charges for originating network access services. If BellSouth is serving as the CLEC end user's presubscribed interexchange carrier or if the CLEC end user uses BellSouth as an interexchange carrier on a 10XXX basis, the CLEC will charge BellSouth the appropriate BellSouth tariff charges for originating network access services.
4. Additional Interconnection. To the extent an CLEC provides intraLATA toll service to its customers, it may be necessary for it to interconnect to additional BellSouth access tandems that serve end offices outside the local calling area.
5. Compensation for 800 Traffic. Each company shall compensate the other pursuant to the appropriate originating switched access charges, including the database query charge, for the origination of 800 traffic terminated to the other company.
6. Records for 800 Billing. Each company will provide to the other the appropriate records necessary for billing intraLATA 800 customers. The records provided will be in a standard EMR format for a fee of \$0.013 per record.
7. 800 Access Screening. Should an CLEC require 800 Access Ten Digit Screening Service from BellSouth, it shall have signaling transfer points connecting directly to BellSouth's local or regional signaling transfer point for service control point database query information. The CLEC shall utilize SS7 signaling links, ports and usage as set forth in Section X. below. The CLEC will not be required to utilize switched access PGD service. 800 Access Ten Digit Screening Service is an originating service that is provided via 800 Switched Access Service trunk groups from BellSouth's SS7 equipped end office or access tandem providing an IXC identification function and delivery of a call to the IXC

based on the dialed ten digit number. The terms and conditions for this service are set out in BellSouth's Intrastate Access Services Tariff as amended

C. Methods of Interconnection. Interconnection is available through: (1) virtual collocation; (2) physical collocation; and (3) interconnection via purchase of facilities from either company by the other company. Rates for collocation are set out in Attachment A. Detailed guidelines for collocation are set out in BellSouth's Handbook for Collocation.

D. Trunk Groups. BellSouth and an CLEC shall establish trunk groups between interconnecting facilities. If the traffic is only local, either a one-way or two-way trunk group may be established. BellSouth local tandems do not handle intraLATA toll or interLATA traffic. Combined local and intraLATA toll traffic may be routed over either one-way or two-way trunks when interconnected with a BellSouth access tandem or end office switch. One-way or two-way trunk groups are generally available for any combination of local, intraLATA or interLATA traffic utilizing transit tandem switching at the BellSouth access tandem, i.e., traffic which is not originated by or terminated to a BellSouth end user. Requests for Competitive trunking arrangements may be made through the Bona Fide Request process set out in Attachment B.

E. Rates. Rates for interconnection for local traffic on the BellSouth network are set out in Attachment A. Compensation for interconnection is reciprocal, as set out in Section XIII. Late payment fees, not to exceed 1% per month after the due date, may be assessed if interconnection charges are not paid within thirty (30) days of the due date of the quarterly bill.

F. Billing. Billing for interconnection services will be through the Carrier Access Billing System ("CABS").

G. Network Design and Management for Interconnection. BellSouth will use its best efforts in conjunction with CLECs to create the most effective and reliable interconnected telecommunications networks. Detailed provisions governing network design and management for interconnection are contained in Section XV. below.

H. Interconnection Technical Standards. Interconnecting facilities shall conform, at a minimum, to the telecommunications industry standard of DS-1 pursuant to Bellcore Standard No. TR-NWT-00499. Signal Transfer Point, Signaling System 7 ("SS7") connectivity is required at each interconnection point. BellSouth will provide out-of-band signaling using Common Channel Signaling Access Capability where technically and economically feasible, in accordance with the technical specifications set forth in the BellSouth Guidelines to Technical Publication, TR-TSV-000905. Facilities of each company shall provide the necessary on-hook, off-hook answer and disconnect supervision and shall hand off calling number ID when technically feasible.

I. Quality of Interconnection. The local interconnection for the transmission and routing of telephone exchange services and exchange access that BellSouth provides to

CLECs will be at least equal in quality to what it provides to itself, where technically feasible, and to any subsidiary or affiliate, or to any other party to which BellSouth provides local interconnection. Attachment C contains detailed service descriptions, technical requirements and quality measures provided to CLECs. Section 14.4 of Attachment C is particularly applicable to interconnection. Service Quality Measurements are available as set out in Attachment L. See Section XVI. below.

J. Ordering and Provisioning. BellSouth provides interconnection ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself where technically feasible. Detailed procedures for ordering and provisioning BellSouth interconnection services are set forth in the BellSouth Ordering Guide for CLECs. See Section XV. below.

II. Access To Unbundled Network Elements (47 U.S.C. § 251(c)(3), 252(d) and §§ 271(c)(2)(B)(ii). See also Statement Sections (iv), (v), (vi) and (x).

BellSouth provides CLECs access to unbundled elements of BellSouth's network on the following terms:

A. Bona Fide Request Process. BellSouth offers a Bona Fide Request Process, as set out in Attachment B. That process includes procedures and timelines for promptly addressing and resolving requests for additional facilities, and pricing. CLECs may use the Bona Fide Request process to assure prompt resolution of any requests.

B. Available Network Elements. The following BellSouth network elements are available on an unbundled basis:

1. Local Loop Transmission. BellSouth provides unbundled local loops. See Section IV. below.

2. Unbundled Local Transport. BellSouth provides unbundled local transport. See Section V. below.

3. Unbundled Local Switching. BellSouth provides unbundled local switching. See Section VI. below.

4. Signaling Network Elements/AIN Services. BellSouth provides unbundled signaling network elements and Advanced Intelligent Network ("AIN") services. See Section X. below.

5. Operations Support Systems. BellSouth provides CLECs unbundled access to several operations support systems. Access to these support systems is available through a variety of interfaces, including electronic interfaces. The operations support systems available are:



a. Pre-Service Ordering. Pre-service ordering allows CLECs to determine the availability of features and services, assign a telephone number, advise the customer of a due date and validate a street address for service order purposes, as applicable to the service being ordered. An CLEC's providing BellSouth with a blanket Letter of Authorization will be sufficient to allow access to customer records.

b. Service Ordering. Service ordering provides the CLEC order entry functions, including supplements, and the capability to establish directory listings.

c. Provisioning. Provisioning information available to CLECs includes firm order confirmation and notification of completions.

d. Service Trouble Reporting and Repair. Service trouble reporting and repair allows CLECs to report and monitor service troubles and obtain repair services. BellSouth provides CLECs service trouble reporting availability and monitoring in a non-discriminatory manner that provides CLECs the same ability to report and monitor service troubles that BellSouth provides to itself. BellSouth also provides CLECs an estimated time to repair, an appointment time or a commitment time, as appropriate, on all trouble reports.

e. Directory Listing and Line Information Database. Access to the Directory Listing Database is discussed in Sections VII.B. and VIII.E. below. Access to the Line Information Database is discussed in Section X.A.3.a. below.

f. Customer Daily Usage Data. Customer daily usage data provides detailed information for determining billable usage for services such as directory assistance or toll calls associated with a resold line or a ported telephone number. This usage option allows CLECs to bill their end-user customers at their discretion, rather than on BellSouth's billing cycles. It also allows an CLEC to establish toll limits, detect fraudulent calling or analyze the usage patterns of its customers.

6. Interfaces for Operational Support Systems. BellSouth provides electronic interfaces for the following operational support systems functions: pre-service ordering, service ordering and provisioning, trouble reporting, and customer usage data. Customized interfaces are available through the Bona Fide Request process. BellSouth also provides the option of placing orders manually (e.g., via facsimile) through BellSouth's Local Carrier Service Center.

a. Pre-Ordering. BellSouth provides electronic access to the following pre-ordering functions or information: service address validation, telephone number selection, product and service availability,

due date information, and customer service record information. Access is provided through the Local Exchange Navigation System (LENS) and EC-Lite, a machine-to-machine interface, both of which provide real-time, interactive interfaces to BellSouth databases.

b. Ordering and Provisioning. BellSouth provides CLECs electronic options for the exchange of ordering and provisioning information. The Exchange Access Control and Tracking system (EXACT) is for service requests involving interconnection trunking and many unbundled network elements. BellSouth provides an Electronic Data Interchange (EDI) arrangement for resale requests and some unbundled network elements. As an Competitive to the EDI arrangement, BellSouth also provides through LENS an ordering and provisioning capability that is integrated with the LENS pre-ordering capability.

c. Trouble Reporting. BellSouth provides two options for electronic trouble reporting. For exchange services, BellSouth offers CLECs access to the Trouble Analysis Facilitation Interface (TAFI). For individually designed services, BellSouth provides electronic trouble reporting through an electronic communications gateway.

d. Billable Usage Information. BellSouth provides CLECs electronic files containing billable usage associated with resold exchange lines, unbundled ports, and ported telephone numbers.

e. Rates. Rates for electronic interfaces are set out in Attachment A.

f. Migration to New Software Releases. BellSouth will issue new software releases for its electronic interfaces as needed to meet requirements and to improve operations. CLEC will migrate with BellSouth to new electronic interface system releases. BellSouth will continue to support CLEC on old releases for sixty days after the date of the new release. If CLEC is unable or does not want to migrate within that sixty day period, CLEC will have the option of paying a fee to maintain the old platform. BellSouth will issue documents to CLEC providing sufficient notice to allow CLEC to make the necessary changes to its systems and operations to allow CLEC to migrate with BellSouth.

7. Collocation. Collocation allows CLECs to place equipment in BellSouth facilities. Physical and virtual collocation are available for interconnection and access to unbundled network elements as described in Section II. BellSouth will provide physical collocation for CLEC equipment unless BellSouth demonstrates to the Commission that physical collocation is not practical for technical reasons or space limitations. Virtual collocation is available at the CLECs request, and is not dependent on the availability of physical collocation. Detailed guidelines for

collocation are contained in BellSouth's Handbook for Collocation. See Section XV. below.

C. Unused Transmission Media. Unused optical transmission media or "dark fiber" is available to CLECs where it is in existence. CLECs may not request dark fiber for future unspecified uses. CLECs must begin construction using any requested BellSouth dark fiber within six months of the execution of a lease or buy contract. BellSouth will make dark fiber available to the extent it has not planned to use it within the three years following the date of the request.

D. Availability of Additional Network Elements. BellSouth makes additional network elements available through the Bona Fide Request process described in Attachment B.

E. Rates. Rates for the unbundled network elements described above are set out in Attachment A. Special construction charges as set forth in BellSouth's Intrastate Special Access Tariff may apply.

F. Quality of Network Elements. BellSouth provides CLECs with all the unbundled network elements described in this section, and access to those unbundled network elements, that is at least equal in quality to that which BellSouth provides itself where technically feasible. Attachment C contains detailed service descriptions, technical requirements and quality measures applicable to CLEC access to BellSouth unbundled network elements and the performance of those network elements. Service Quality Measurements are available as set out in Attachment L. See Section XVI. below.

G. CLEC-Combined Network Elements.

1. CLEC Combination of Network Elements. CLECs may combine BellSouth network elements in any manner to provide telecommunications services. BellSouth will physically deliver unbundled network elements where reasonably possible, e.g., unbundled loops to CLEC collocation spaces, as part of the network element offering. Some examples of how CLECs can combine use physical and virtual collocation to combine BellSouth network elements are set out in BellSouth's Handbook for Collocation. Additional services desired by CLECs to assist in their combining or operating BellSouth unbundled network elements are available as negotiated.

2. Software Modifications. Software modifications, e.g., switch translations, necessary for the proper functioning of CLEC-combined BellSouth unbundled network elements are provided as part of the network element offering. Additional software modifications requested by CLECs for new features or services may be obtained through the Bona Fide Request process.

3. BellSouth-Combined Network Elements. BellSouth provides the following combinations of network elements; Loop and Cross Connect; Port and

Cross Connect; Port and Common Transport and Cross Connect; and Loop and Loop Concentration and Cross Connect. BellSouth will combine these elements and deliver them to the CLEC's collocation space. The price for these BellSouth-combined network elements is the sum of the applicable individual element prices as set out in Attachment A.

H. Billing. BellSouth provides CABS formatted billing for unbundled network elements.

I. Ordering and Provisioning. BellSouth provides unbundled network element ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself where technically feasible. Detailed guidelines for ordering and provisioning unbundled BellSouth network elements are set out in the BellSouth Ordering Guide for CLECs. See Section XV. below.

### III. Access To Poles, Ducts, Conduits, and Rights of Way (47 U.S.C. § 251(b)(4) and § 271(c)(2)(B)(iii))

BellSouth provides non-discriminatory access to poles, ducts, conduits and rights-of-way under the following terms:

A. Standard License for Poles, Ducts, Conduits and Rights-of-Way. BellSouth will provide CLECs with nondiscriminatory access to poles, ducts, conduits and rights-of-way owned or controlled by BellSouth under the Standard Agreement set out in Attachment D.

B. Access to Engineering Records. BellSouth will provide access to relevant plats, maps, engineering records and other data to CLECs upon receiving a Bona Fide Request for access and CLEC agreement to reasonable terms to protect proprietary information. Customer-specific information included in engineering records will not be provided to the CLECs for the purpose of determining the availability of facility space.

C. Capacity Reservation. Unused capacity may be reserved on a first come first served basis based on known and measurable projections of need. BellSouth may reserve a maintenance spare at its discretion.

### IV. Local Loop Transmission Unbundled From Local Switching (47 U.S.C. §§ 251(c)(3), 252(d) and 271(e) (2)(B)(iv))

BellSouth provides access to unbundled local loops and sub-loop elements on the following terms:

# ATTACHMENT 9

JUN 20 1998



BellSouth Telecommunications, Inc.  
Suite 4511  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

404 827-7020  
Fax 404 521-2311

W. Scott Schaefer  
President - Interconnection Services

June 12, 1998

Ms. Melissa L. Closz  
Director  
Local MKT DEV/INTRGTN  
Sprint  
151 Southhall Lane, Suite 400B  
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Mr. Steven Howard  
District Manager  
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1200 Peachtree Street, N.E.  
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Mr. Bryan Green  
Senior Manager  
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Two Northwinds Center  
2520 Northwinds Parkway  
Alpharetta, GA 30004

Ms. Theresa Stromborne  
Senior Manager  
Local Services  
LCI International  
8180 Greensboro Drive  
McLean, VA 22102

Dear Madam/Sir:

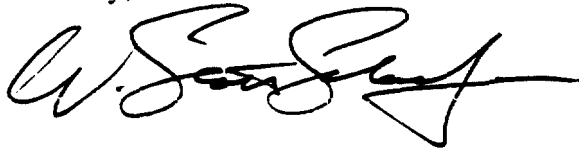
Thank you for your letter dated April 13, 1998, on supporting multiple OSS versions of standard software. BellSouth has carefully considered this issue. First, I want to explain BellSouth's policy on supporting multiple OSS versions of pre-ordering and ordering interfaces and why this policy is in all of our best interests. BellSouth will support the latest, current version of standard OSS software plus the previous version for 90 days past BellSouth's implementation of the latest, current version. Your company will have 6 months advance notice as to BellSouth's upcoming plans to implement a new, major version of OBF standards. Further, BellSouth will seek your reasonable agreement on a cutover date to the newest standard. Here are some reasons why this policy benefits all of us:

1. Multiple versions create data integrity problems. The new features added at the request of BellSouth's users cannot be fully utilized until all users are "talking the same language," i.e., using the same version of standard software such as version 7.0. For example, if a new order type is added to the latest version, then you cannot use the new order type unless you are also using the same, latest version. Also, data in version 6.2 will not necessarily be readable by version 7.0 software. The management of multiple maps presents another data integrity problem in that supporting multiple maps impairs BellSouth's ability to respond with accurate information, such as error messages and jeopardies in the correct format, on the appropriate map, when different CLECs are using different maps.

2. Maintaining multiple versions of software are costly. BellSouth's cost estimates for the support of 2 versions of the EDI map alone are at least \$744,000 per year; to support 3 versions of the EDI map would be at least \$1,218,000 per year. The more maps and the longer more than 1 map is supported, the higher the cost.

We all share a common interest in supporting and complying with the national standards. We will continue to work with you in making these transitions from one standard to the next as smooth a process as possible for us all.

Sincerely,

A handwritten signature in black ink, appearing to read "W. Scott", with a stylized flourish at the end.

cc: Pam Nelson, AT&T  
Kris S. Michaelides, AT&T

# **ATTACHMENT 10**



Monday, April 13, 1998

Scott Schaefer  
President – Interconnection Services  
BellSouth Telecommunications, Inc.  
675 West Peachtree Street  
Suite 4511  
Atlanta, GA 30375

Dear Mr. Schaefer:

BellSouth and representatives from Competitive Local Exchange Carriers (CLECs) continue to meet to establish a joint electronic interface change control process. This CLEC group includes representatives from MCI, Sprint, AT&T, and LCI. There is one component of change control that is beyond the charter of the existing CLEC team that has been examining the change control process. The existing change control process does not address the need for BellSouth to support multiple platforms as it introduces different versions of OSS electronic interfaces.

BellSouth's representatives have stated that BellSouth's position is that it will support multiple platform versions for 90 days following a new version release. MCI, Sprint, AT&T, and LCI do not agree with the current BellSouth position. The transition to new versions of electronic interfaces requires a more formal agreement to govern the necessary support for earlier versions, and is critical to the success of the new joint BellSouth/CLEC change management control process.

MCI, Sprint, AT&T, and LCI jointly recommend two options in support of the joint change management process when a new electronic interface version is released.

- BellSouth should support the current version and two earlier versions, without an increase in cost to CLECs. As an example, EDI 6.2 and 7.0 would be supported until EDI 8.0 is fully implemented. When 8.0 is fully implemented, support for 6.2 could be withdrawn in 90 days and BellSouth would then support versions 7.0 and 8.0. In the alternative;
- BellSouth would support two current versions of an interface until the last CLEC completes testing of the new version release.

Both recommendations identify the need for flexibility in implementing new versions of electronic interfaces. The change control process, currently under development, addresses how changes are initiated and agreed upon. It does not address the multitude of issues all CLECs encounter when required to implement electronic interface changes. The support of multiple versions provides the flexibility needed to manage the transition to a new version of electronic interfaces.

We look forward to your written response by April 30, 1998, specifying how BellSouth plans to address these concerns. We feel that management support for earlier versions are critical to the success of the joint BellSouth/CLEC change control process.

Sincerely,

Bryan Green  
Senior Manager - MCI  
Southern Financial Operations

Melissa L. Closz  
Director - Sprint  
Local MKT DEV/INTRGTN

Steven Howard  
District Manager - AT&T  
Local Services Division

Theresa Strombotr  
Senior Manger - L  
Local Services

Cc: Joe Baker  
Marcel Henry  
Pam Lee  
Al Withbrodt  
Paul Alexander  
Kelvin Maddox

# **ATTACHMENT 11**



FINAL – 5 / 22 / 98

# Telecom Industry Services

## Change Management Process



## *TIS Change Management Process*

### Introduction

**FINAL – 5 / 22 / 98**

### **Introduction**

This document serves as a reference for the processes by which Telecommunications Companies (TCs) and Bell Atlantic communicate about changes to the collection of interfaces which enables the relationship between Bell Atlantic, as a provider of resold telecommunications services, unbundled network elements (UNE), and facilities, as applicable, and the telecommunications carrier (TC) as a consumer of these services. This relationship includes the business processes of pre-ordering, ordering, trouble reporting and maintenance, and billing. As with any deployed business process enabled by operational support systems, as the process evolves the associated computer systems and business practices which directly affect the interface may be changed to accommodate it. For the relationship between TCs and Bell Atlantic these changes involve Bell Atlantic systems and the interfaces to these systems. The Change Management Process described in this document describes how Bell Atlantic and TCs will work together in implementing such changes.

The business processes of operational support systems change control is a highly complex one, and therefore, the time frames presented in this document are illustrative only.



**FINAL – 5 / 22 / 98**

### **Bell Atlantic Systems Availability**

#### ***Application-to-Application Interface Version Availability***

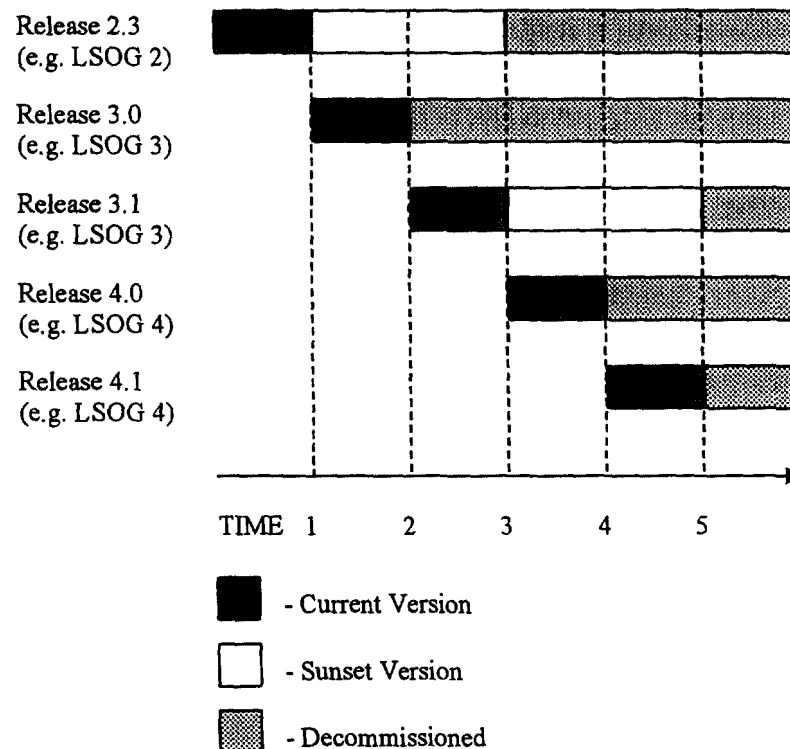
Changes to OSS interfaces shared between the TCs and Bell Atlantic, regardless of the reason for the change, raises the issue of version availability. Once a change has been made, two versions of the system exist - one with the change and one without. Since it is impractical for all versions of all systems to remain available perpetually, a procedure must be established whereby old system versions are retired. This section describes Bell Atlantic's policies for making outdated versions of the application-to-application interface infrastructure available for TC use. These policies are based upon the document *Joint CLEC / Bell Atlantic Proposal: Principles of Change Management*, final version January 28, 1998.

When absolutely necessary, a third version of the system may exist. This situation should only occur when there are no other viable alternatives and all parties agree that the need for three concurrent versions should occur only in exceptional circumstances as a brief temporary contingency. Bell Atlantic will work with the TC to determine the appropriate options in such situations.



FINAL – 5 / 22 / 98

The basis of the Bell Atlantic Application-to-Application Interface version availability policy is to have two Industry Standard versions of the OSS interfaces available. These two versions can be thought of as the current version and the sunset version. The sunset version of the interface is maintained until, but not past, the time when a subsequent Industry Standard version is released into production. At that time, what had been the current version becomes the sunset version and the previous sunset version is simultaneously decommissioned. A Major release introduces a new version. A Minor release (often referred to as a dot release) can impact both versions and will decommission a previous dot release. Only the most recent release of each version will be available. The diagram below depicts this multiple version availability:



The diagram depicts a series of five releases. Initially Release 2.3 is the current version. At time 1, Bell Atlantic implements Release 3.0 into production, at which time Release 2.3 is the sunset version. Later at time 2, another set of enhancements is implemented into production as Release 3.1. With the implementation of Release 3.1, Release 2.3 remains the sunset version and Release 3.0 is decommissioned. At time 3, Release 4.0 is introduced into production and, as a result, Release 3.1, the most recent release of the previous Industry Standard version, becomes the sunset



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version. When Release 4.1 is implemented at time 4, Release 3.1 continues as the sunset version and Release 4.0 is decommissioned.

This policy affords TCs an extended period of time to upgrade their interface to comply with the next Industry Standard version. This time spans from the initial implementation date of the Industry Standard version to the implementation date of the subsequent Industry Standard version. In the previous example, a TC whose systems are initially compliant with LSOG 2 would be able to upgrade to an LSOG 3 compliant system any time between time 1 and time 3. The Release 2.3 compliant system would not be available after time 3.

Implicit in this arrangement is the decommissioning of the dot release within a version when a Minor release is introduced. It should be noted that Minor releases will be backwards compatible as technically feasible. In the previous example, a TC who is LSOG 3 compliant (via Release 3.0), will need to upgrade to Release 3.1 at time 2. The TC may choose not to bring their systems into compliance with Release 3.1 if the enhancements within Release 3.1 do not affect its methods and procedures, or if the backwards compatibility of Release 3.1 with Release 3.0 encompasses all functionality needed. If however, the upgrade is necessary for the TC to continue interfacing with Bell Atlantic, all development and testing should occur prior to time 2 in order for the TC to migrate to Release 3.1. In the event that a TC is unable to be compliant with Release 3.1, an agreed upon temporary work-around will be determined for a specific timeframe. This work-around will take into account the separate impact to Bell Atlantic's and each of the TC's business processes and systems.





## ***TIS Change Management Process***

Version Availability

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The issue of version availability raises the question of “leapfrogging” versions. To leapfrog a version is to not bring the interfacing software into compliance with the version of the interface, or to not use it. In the diagram below the arrow represents a TC software migration path, showing how a TC could leapfrog from interface Release 2.3 to interface Release 4.0 (skipping release 3.0 and 3.1) at times 1 and 2.

Although leapfrogging from a sunset Major release to a new Major release of an interface is made possible by Bell Atlantic’s maintenance of the interface versions, this practice is not recommended. Leapfrogging makes it impossible for a TC to rely upon a previous release, as the release they have “leapt” from will be decommissioned. In certain instances, the only viable alternative for the TC would be to utilize generally available Bell Atlantic provided user interfaces, (e.g. Web GUI). This may not meet the needs of a particular TC if they have, for example, developed customized methods and procedures according to their own design. In the event that a CLEC has made a genuine effort to maintain currency with either the new Major release or sunset Major release (after the new major release is introduced), Bell Atlantic will make available a third release for a very limited period on a contingency basis, not to exceed thirty days.